Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**		
	Low	**Medium**	**FCR Total**
Human Resource Management	91 53	1 0	92 53
Customer Company Total	91 53	1 0	92 53

Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Human Resource Management	91 16	1 1	92 17
Customer Company Total	91 16	1 1	92 17

Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**		
	Low	**Medium**	**ATTIR Total**
Human Resource Management	91 0.42	1 1.26	92 0.43
Customer Company Total	91 0.42	1 1.26	92 0.43

Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Human Resource Management	91 8	1 0	92 8
Customer Company Total	91 8	1 0	92 8

Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Human Resource Management	91 1.51	1 1.26	92 1.50
Customer Company Total	91 1.51	1 1.26	92 1.50

Human Resource Management

Detail

INC000000233344	Gaye Betts	Telecom	Call/Receive	Telephone			TIR Missed: No	TIR:	0.22
Voice/Data/WAN Services		Mike Johnson	Human Resource Management	Low	Closed		TTR Missed: Yes	TTR:	13.06
INC000000238226	Letty Debenham	Application	Error	Novell GroupWise			TIR Missed: Yes	TIR:	4.36
Capitol Desktop Support		Tracy Goble	Human Resource Management	Low	Closed		TTR Missed: Yes	TTR:	20.39
INC000000238736	Paul Morley	PC/Laptop	Error	None			TIR Missed: Yes	TIR:	1.51
Capitol Desktop Support		Brian Bintz	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	2.87
INC000000239750	Jolene Davis	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000239816	Carrie Stevenson	Application	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Ron LeBaron	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000239834	Kim Diamond-Smith	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240342	Rachel Dodge	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000241157	Michelle Matsuura	Application	Password	None			TIR Missed: No	TIR:	0.24
Metro B Help Desk		Ron LeBaron	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	2.10
INC000000241408	Kathy Mares	Application	None	Employee Gateway			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000241440	Sandra Johnston	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000241447	Sandra Johnston	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000241453	Sandra Johnston	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000241457	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000241495	Cleo Bird	Network	None	None			TIR Missed: No	TIR:	0.00
Metro C Help Desk		Ross Owen	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000241531	Paula Nelson	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000241536	Paula Nelson	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.05

DTS Enterprise Incident Report

As of **2/1/2011**

Human Resource Management

Incident	Requester	Group / Assignee	Category	Department	Type	Priority	Status	Product	TIR Missed	TIR	TTR Missed	TTR
INC000000241538	Carrie Stevenson		Network		None			Novell Client for 32-bit Windows	No	0.00		
		Metro B Help Desk / Janet Hongsyvilay		Human Resource Management		Low	Closed				No	0.03
INC000000241543	Paula Nelson		Network		None			Novell Client for 32-bit Windows	No	0.00		
		Metro B Help Desk / Janet Hongsyvilay		Human Resource Management		Low	Closed				No	0.04
INC000000241549	Carrie Stevenson		Network		None			Novell Client for 32-bit Windows	No	0.00		
		Metro B Help Desk / Janet Hongsyvilay		Human Resource Management		Low	Closed				No	0.02
INC000000241550	Carrie Stevenson		Network		None			Novell Client for 32-bit Windows	No	0.00		
		Metro B Help Desk / Janet Hongsyvilay		Human Resource Management		Low	Closed				No	0.02
INC000000241553	Carrie Stevenson		Network		None			Novell Client for 32-bit Windows	No	0.00		
		Metro B Help Desk / Janet Hongsyvilay		Human Resource Management		Low	Closed				No	0.02
INC000000241847	Cindy Bane		Application		Error			None	No	0.00		
		Metro B Desktop Support / Tom Hanson		Human Resource Management		Low	Closed				No	0.75
INC000000241879	Bill Brandon		Network		Password			None	Yes	1.46		
		Capitol Desktop Support / Brian Bintz		Human Resource Management		Low	Closed				No	3.11
INC000000242147	Shannon Casias		Network		Incident			None	Yes	1.18		
		Capitol Hosting / Doug Law		Human Resource Management		Low	Closed				No	1.54
INC000000242197	Rachel Dodge		Network		Error			Employee Gateway	No	0.00		
		Metro A Help Desk / Liz Evans		Human Resource Management		Low	Closed				No	0.00
INC000000242265	Judy Christensen		Network		None			None	No	0.00		
		Metro C Help Desk / Reed Stohel		Human Resource Management		Low	Closed				No	0.00
INC000000242438	Rick Hughes		Network		Password			Novell Client for 32-bit Windows	No	0.00		
		Metro D Help Desk / Doug Brown		Human Resource Management		Low	Closed				No	0.00
INC000000242561	Rachel Dodge		Network		Password			Novell Client for 32-bit Windows	No	0.00		
		Metro A Help Desk / Ed Conrad		Human Resource Management		Low	Closed				No	0.09
INC000000242709	Judith Price		Application		Error			None	No	0.00		
		Metro B Help Desk / Val Shepherd		Human Resource Management		Low	Closed				No	0.00
INC000000243023	Rick Hughes		Network		Error			None	No	0.00		
		Help Desk / Brenda Treadway		Human Resource Management		Low	Closed				No	0.00
INC000000243333	Jennifer Wakefield		None		None			None	No	0.00		
		Metro B Desktop Support / Austin Farey		Human Resource Management		Low	Closed				No	0.00
INC000000243409	Enid Bourgeois		Application		Password			Novell GroupWise	No	0.13		
		Metro B Help Desk / Ron LeBaron		Human Resource Management		Low	Closed				No	0.26
INC000000243695	Rachel Dodge		Application		Error			Novell Messenger	Yes	4.29		
		Metro A Help Desk / Liz Evans		Human Resource Management		Low	Closed				No	4.29

Human Resource Management

INC000000243707	Lisa Dabell	Application	Password	None	TIR Missed: No	TIR:	0.56
Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	1.02
INC000000243725	Sarah W Thomson	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR:	0.04
Metro D Desktop Support	Greg Clawson	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000243794	Carol Starks	Application	Error	Adobe Acrobat	TIR Missed: Yes	TIR:	1.31
Metro D Desktop Support	Denise Wardle	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	1.37
INC000000243816	Rachel Dodge	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000243819	Kim Diamond-Smith	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: Yes	TIR:	1.07
Metro B Desktop Support	Tom Hanson	Human Resource Management	Low	Closed	TTR Missed: Yes	TTR:	9.18
INC000000244178	Linda Whitney	Application	Error	Microsoft Windows 7	TIR Missed: Yes	TIR:	1.51
Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	1.51
INC000000244378	Paul Morley	None	None	None	TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244672	Terry Haywood	Application	None	None	TIR Missed: No	TIR:	0.00
Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245347	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000245906	Lisa Dabell	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000245941	Paul Morley	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	TIR:	1.23
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: Yes	TTR:	6.20
INC000000246260	Rachel Dodge	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246278	Iris Sanchez	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.31
Help Desk	Sarah Johnson	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000246553	John Golom	None	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246631	Kim Diamond-Smith	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.08
Metro B Help Desk	Ron LeBaron	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.76
INC000000247013	Jennifer Wakefield	Application	Reporting	None	TIR Missed: No	TIR:	0.20
Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000247803	Dan Brentel	Mobile Devices	None	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00

Human Resource Management

Incident	Name	Category	Type	Product	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000247954	Sherry Saracino	PC/Laptop	Error	None			Yes	1.34		
	Capitol Desktop Support	Brian Bintz	Human Resource Management		Low	Resolved	No		No	3.77
INC000000248000	Linda Whitney	Application	Error	Microsoft Windows XP Professio			No	0.14		
	Metro B Desktop Support	Sean Chadbourne	Human Resource Management		Low	Resolved	No		No	0.14
INC000000248008	Jolene Davis	PC/Laptop	Error	None			Yes	1.26		
	Rural Central Desktop Support	Robert Case	Human Resource Management		Low	Resolved	No		No	1.26
INC000000248035	Dan Brentel	Application	None	Action Request System			No	0.00		
	Help Desk	Brenda Treadway	Human Resource Management		Low	Resolved	No		No	0.00
INC000000248504	JJ Acker	Network	Password	Novell Client for 32-bit Windows			No	0.00		
	Metro D Help Desk	Doug Brown	Human Resource Management		Low	Resolved	No		No	0.00
INC000000248983	Dana Powers	None	None	None			No	0.00		
	Metro B Desktop Support	Bill Crowther	Human Resource Management		Low	Resolved	No		No	0.00
INC000000249004	Jennifer Wakefield	None	None	None			No	0.00		
	Metro B Help Desk	Brent Wishart	Human Resource Management		Low	Resolved	No		No	0.00
INC000000249064	Letty Debenham	None	None	None			No	0.57		
	Capitol Desktop Support	Brian Bintz	Human Resource Management		Low	Resolved	Yes		Yes	6.42
INC000000249101	Rosanne Ricks	PC/Laptop	Error	None			No	0.67		
	Metro B Desktop Support	Michael Barth	Human Resource Management		Low	Resolved	Yes		Yes	11.33
INC000000249695	Judy Christensen	Network	None	None			No	0.00		
	Metro C Help Desk	Ross Owen	Human Resource Management		Low	Resolved	No		No	0.00
INC000000249932	Tina Sweet	Application	Reporting	None			No	0.80		
	Metro B Desktop Support	Sean Chadbourne	Human Resource Management		Low	Resolved	No		No	0.80
INC000000249948	Carrie Frampton	Network	Password	Novell Client for 32-bit Windows			No	0.00		
	Metro D Help Desk	Doug Brown	Human Resource Management		Low	Resolved	No		No	0.00
INC000000249994	Letty Debenham	None	None	None			Yes	3.97		
	Capitol Desktop Support	Brian Bintz	Human Resource Management		Low	Resolved	No		No	3.97
INC000000250112	Jennifer Wakefield	EIS Hardware	PC/Laptop	None			No	0.00		
	Metro B Help Desk	Brent Wishart	Human Resource Management		Low	Resolved	No		No	0.00
INC000000250582	Michelle Matsuura	Network	Incident	Novell Client for 32-bit Windows			No	0.08		
	Metro B Help Desk	Val Shepherd	Human Resource Management		Low	Resolved	No		No	
INC000000250749	Billie King	Application	Password	Novell GroupWise			No	0.05		
	Help Desk	Sarah Johnson	Human Resource Management		Low	Resolved	No		No	0.23
INC000000250947	Rosanne Ricks	Application	Password	Citrix ICA Client			No	0.00		
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management		Low	Resolved	Yes		Yes	13.25

Human Resource Management

INC000000250966	Sarah W Thomson	Print/Copy/Scan/Fax	Paper Jam	None			TIR Missed:	Yes	TIR:	1.09
	Metro D Desktop Support	Greg Clawson	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	1.09
INC000000251658	Con Whipple	Network	Virus	None			TIR Missed:	Yes	TIR:	5.05
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved		TTR Missed:	Yes	TTR:	9.67
INC000000251745	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.02
INC000000251750	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.04
INC000000251764	Paula Nelson	Network	None	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.02
INC000000251774	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.02
INC000000251775	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.02
INC000000251779	Nancy Battochio	Network	None	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.02
INC000000251782	Nancy Battochio	Network	None	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.03
INC000000252526	Jeffie Dickerson	Telecom	Voice Mail	Telephone			TIR Missed:	No	TIR:	0.21
	Voice Operations	Kelly Johnson	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.56
INC000000252596	Rick Hughes	Network	Error	None			TIR Missed:	Yes	TIR:	1.32
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	1.78
INC000000253755	Con Whipple	None	None	None			TIR Missed:	Yes	TIR:	1.26
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Medium	Resolved		TTR Missed:	No	TTR:	1.26
INC000000253771	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.02
INC000000253972	Jeannette Raymond	Application	None	None			TIR Missed:	No	TIR:	0.00
	Metro C Desktop Support	Shane Squire	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000253996	Shannon Casias	Application	Error	Novell Messenger			TIR Missed:	No	TIR:	0.74
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.74
INC000000254066	Trish Anderson	Network	Incident	None			TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000254071	Debi Tripp	Application	Error	Novell Messenger			TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	

Human Resource Management

INC000000254079	Judith Price	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	
INC000000254318	Letty Debenham	Network	Error	None		TIR Missed: Yes	TIR:	1.21
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	5.37
INC000000255113	Trish Anderson	Application	Reporting	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255157	Carol Starks	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255206	Glenn Parsons	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255240	Jennifer Wakefield	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Austin Farey	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.70
INC000000255774	Cassandra Opheikens	Application	Error	BMI		TIR Missed: No	TIR:	0.45
	Metro D Desktop Support	Eldon Jenson	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.45
INC000000255790	Judy Christensen	None	None	Microsoft Excel		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00